

## **Frequently Asked Questions**

### **The Complaint Process**

#### **How do I file a complaint?**

To file a complaint online, go to our Web site, [www.naturopathic.ca.gov](http://www.naturopathic.ca.gov) and click on File a Complaint. If you prefer, you can print a complaint form off the Web site. Mail the completed form to the Bureau of Naturopathic Medicine, 1625 N. Market Blvd., Suite S-202, Sacramento, CA 95834, or fax it to (916) 574-8645. You can also e-mail us at [naturopathic@dca.ca.gov](mailto:naturopathic@dca.ca.gov) or call (916) 574-7991 with your complaint information.

#### **Do I have to give my name and address?**

No. Your complaint can be anonymous. If we have your contact information, we will let you know what happens with your complaint.

#### **What information should I provide when filing a complaint?**

You should include any evidence of your complaint when you submit it. For example: If someone is illegally using the title of ND, include the person's business card or Web site address.

#### **What happens after I file a complaint?**

If the complaint is valid, we will send a letter to the offending person, or start an investigation. If we have your contact information, we will let you know what happens with your complaint.

#### **What if the individual should be investigated by another bureau or board?**

We will refer complaints to another board or bureau as appropriate.

#### **Do you follow up on the complaints?**

Yes. We review the files monthly to see if the complaint has been resolved. If the complaint concerns illegal use of the ND title on a Web site, we will check the Web site periodically.

#### **What types of complaints do you get?**

Most complaints we receive involve illegal use of the ND title, although there have been a few inquiries on scope of practice and advertising by licensed naturopathic doctors.

#### **What happens if a complaint filed against a licensed naturopathic doctor is substantiated?**

The doctor will face disciplinary action as specified in the *Bureau of Naturopathic Medicine Disciplinary Guidelines Handbook*.